

Regal Security 40 hour Orientation-training Program for Security Guards

Introduction to security

- Summary of the principal duties and responsibilities necessary to work effectively in the security industry
- Interpret and comply with the legal requirements of their occupation as well as identify job roles and responsibilities

Private security and Investigative Services Act

- Background on the security industry including the changes in the industry as a result of the *Private Security and Investigative Services Act, 2005* (PSISA)
- Challenges and benefits of becoming a security guard
- Role of a security guard with respect to the public

Basic security procedures

- Respond to changes in their environment, which includes actions such as traffic movement, ensuring the safety of persons between and within locations, monitoring and managing the access and departure of persons and vehicles and observing and monitoring people
- Awareness of the correct way to deal with these situations
- Knowledge and skills to assess the security of physical environments, to apply basic aspects of security in their roles and to assess the impact of drug use in the context of safety for oneself and others

Report writing

- Complete written reports of occurrences, duties performed, and comprehensive descriptions of their tasks/observations
- How to write reports that are objective and standardized

Health and safety

- The policies and procedures of the Occupational Health and Safety Act (OHSA) and the Workplace Hazardous Materials Information System (WHMIS) are necessary to ensure the occupational safety of security guards and those they interact with
- How to control workplace risks and hazards, how to apply appropriate responses to emergency situations, and how to communicate workplace safety requirements

Emergency response

- Respond to emergency situations and to minimize the impact caused at a worksite
- Perform a variety of duties during emergency procedures and must understand the importance of scene management
- Potential roles of a security guard during an emergency situation and how to effectively complete these tasks

Canadian legal system

- Work within the Canadian Legal System
- Familiarity with the Criminal Court System, the Ontario Evidence Act, the Canada Evidence Act and how these apply to their positions to ensure the information they obtain is admissible in court

- Difference between criminal, provincial and municipal law as well as case and common law, the hierarchy of the court system and offences and the requirements for the admissibility of evidence

Legal authorities

- Broader legal context of private security to instruct the student on his/her rights and limitations when performing duties as a security guard
- Where a security guard derives his/her authority to carry out job functions

Effective communications

- Encounter a wide range of situations and are required to act professionally under all circumstances
- Interpersonal and communication skills necessary to adapt to different environments/scenarios and to diffuse situations when required
- The importance of using communication to one's advantage

Sensitivity training

- Interaction with the public on a daily basis
- Approach individuals with respect to avoid any biases that may impact how they interrelate with others
- Address prejudices against ethnic backgrounds, persons with mental or physical disabilities and gender and sexual orientation

Use of force theory

- May be required to use force during certain situations
- Use of force theory, the components of the use of force model and how to maintain composure during potentially stressful situations
- Attend specialized training to learn how to use defensive equipment and to apply use of force options

Emergency first aid

- First aid training and certification is a requirement of the basic training program for security guards
- An accredited trainer provides instruction that is equivalent to the St. John Ambulance course Emergency Level First Aid